

## **chapter 2**

# **Customer Services**



# Customer Services

## Local Government Assistance Programs

### LOCAL GOVERNMENT ASSISTANCE OFFICE

800/687-9222  
In Austin 512/239-5300

**T**he Local Government Assistance Office coordinates assistance to cities, counties or other governmental entities regarding any need or problem they may have related to the TNRCC. This includes technical support, assistance with permit applications and statutorily required public meetings, and other environmental program needs.

## AUTOMOTIVE WASTE RECYCLING

### Oil/Oil Filters

512/239-6750

Automotive Waste Recycling provides technical assistance to local governments and businesses interested in establishing recycling and proper disposal programs for used oil or oil filters, and tire recycling.

### Used Tires

512/239-6001

The Automotive Programs Section of the Municipal Solid Waste Division will assist local governments or businesses interested in developing recycling or disposal programs for used and waste tires.

## COMMUNITY WASTE PROGRAMS

### Agricultural Waste Pesticides

512/239-4798

This program provides free, confidential community collection events of unused, out-of-date or banned pesticides (insecticides, fungicides, herbicides, and rodenticides) at rotating sites across the State on an annual basis.

### Automotive Waste/Empty Pesticide Containers

512/239-4798

The TNRCC and the Texas Agricultural Extension Service sponsor community collection events at approximately 40 sites around the State annually. Citizens can bring in used batteries, used oil, tires and empty agricultural chemical containers for recycling, at no charge.

### Clean Cities 2000

512/239-3156

Clean Cities 2000 will assist local governments with the development of comprehensive waste reduction programs.

### Household Hazardous Waste

512/239-6750

This program helps communities establish household hazardous wastes collection events or permanent collection programs.

## **Composting**

**512/239-6750**

This program assists development of community-wide composting programs to prevent the disposal of yard trimmings and brush in landfills.

## **GRANTS**

### **Nonpoint Source Pollution**

**512/239-4491**

The Water Planning and Assessment Division's Nonpoint Source Team administers a matching grant program funded under Section 319 of the Clean Water Act. Section 319 grants are awarded annually on a competitive basis to programs and projects that address nonpoint source pollution problems. The funds are awarded on a 60 percent federal, 40 percent local match basis. The 40 percent local match can be "in kind" contributions such as labor, equipment, supplies and services.

### **Solid Waste**

TNRCC also provides Solid Waste Grants to councils of government (COGs) and local governments to help them implement their solid waste plans. Each COG has staff available to assist local governments with their applications for these grants. For more information, contact your COG (See Appendix 3).

### **Used Oil**

**512/239-6001**

Grants are available to help local governments establish recycling and waste reduction programs for used oil.

## **HEARINGS**

**512/239-6363**

The Office of the Public Interest Council (PIC) can assist local officials in charting a course through the administrative hearing process, or direct them to the appropriate agency personnel to handle their specific concerns. PIC can also assist with organizing and conducting public meetings throughout the State. For information on public hearing schedules or locations, contact the State Office of Administrative Hearings at 512/475-4993.

## **RECYCLING**

### **Community and Workplace**

**512/239-6750**

The Community and Workplace Recycling Team assists local governments with establishing comprehensive solid waste management programs and provides expert technical assistance to cities that are considering, developing, or expanding recycling programs.

### **Market Development**

**512/239-6750**

This program works with local governments and industries to identify reliable markets for recyclable materials throughout the State, and publishes a number of technical assistance guides on how to market recyclable materials.

### **Pollution Prevention/ Reduction**

**512/239-3100**

Pollution Prevention Staff offers technical assistance and information to help local governments reduce the pollution they generate in any phase of community operations.

## **RULES AND POLICY ASSISTANCE**

**512/239-4900**

The Office of Policy and Regulatory Development coordinates development of all TNRCC rules. This unit will assist local governments and businesses that have questions, suggestions or complaints relating to regulations or procedures.

## **TECHNICAL ASSISTANCE**

**512/239-0400**

Region Offices encourage requests for technical assistance from local governments. Inspectors are available to meet to discuss TNRCC programs, permit requirements or any environmental problems. Local governments are

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encouraged to consult with TNRCC staff in advance of preparing major permit applications. Call your TNRCC Region Office or Local Government Assistance Office.

## **WATER PROGRAMS**

### **Bond Applications**

**512/239-6167**

Water Utilities provides guidance documents for water districts seeking capital improvement bonds. Staff also assists with the preparation of district-creation documents, bond issues, stand-by fees, bankruptcies, and other district matters.

### **Citizen Water Monitoring**

**512/239-4737**

The Texas Watch Volunteer Environmental Monitoring program trains citizens to collect water quality data and provides environmental education and assistance to individuals and groups interested in local water quality issues. The program facilitates the development of partnerships between businesses, industries, local and regional governments, individuals, and groups.

### **Consumer/Utility Assistance**

**512/239-6100**

Circuit riders and Community Support Specialists provide on-site technical assistance to investor-owned utilities, water supply corporations, water districts, and municipalities. Staff also organizes educational conferences for investor-owned utilities, assists with colonias' projects, promotes empowerment zone projects, and issues newsletters for water and wastewater utilities. Staff is also available to meet with consumer and utility representatives to help resolve service and compliance matters, and provides brochures and flyers to explain the regulatory framework.

### **Dam Safety**

**512/239-4730**

Flood Management Staff assists dam owners with inspections and maintenance recommendations, offers technical assistance, and assists with emergency action plans.

## **Floodplain Management**

**512/239-4730**

The Flood Management Staff provides technical and regulatory assistance to cities and counties involved in the National Flood Insurance Program, levee districts, and communities with building projects in the floodplain.

### **Groundwater Protection**

**512/239-4798**

The Wellhead Protection Program helps local communities and other potable water suppliers protect groundwater supplies through the development of local volunteers. Participating localities may be eligible for exemptions from testing for certain contaminants required under the Vulnerability Assessment Program, thereby reducing the cost of water well monitoring.

### **Lake and River Cleanups**

**512/239-3100**

This program helps community organizations start or enhance lake and river cleanup programs. The focus is on voluntary cleanup activities, education on the dangers of water pollution, citizen involvement, and development of local solutions to pollution problems.

### **Water Rates**

**512/239-6960**

Utility Certification and Rate Design staff provide rate application assistance and copies of a model recordkeeping guide to utilities to assist them in setting up recordkeeping systems and maintaining better records to support rate changes.

## **WORKSHOPS AND SEMINARS**

**512/239-6330**

The Regulatory Outreach Section coordinates Agency workshops and seminars in a variety of program areas including municipal solid waste, water/wastewater, petroleum storage tanks, State and federal regulations and numerous other areas. Call to get on the mailing list or to suggest workshop needs of local governments.

# Other Agency Services

## **Citizen Assistance**

**800/687-4040 or 512/239-4000**

The TNRCC Ombudsman's Office provides a direct point of contact for citizens who need information or have a complaint or suggestion for the Agency.

## **Data Reports and Services**

**512/239-DATA or 329-3282**

Environmental data that is not confidential is available to the public and businesses from TNRCC databases. Some reports and special formatting requests may involve a fee for computer time and programmer services.

## **Environmental Education**

**512/239-0010**

This program coordinates environmental education between the TNRCC and Texas schools and universities.

## **Environmental Information Line**

**800/64-TEXAS (648-3927)**

A toll-free phone line provides general information publications on a variety of environmental topics and TNRCC programs.

## **Historically Underutilized Businesses (HUBs)**

**512/239-6809**

TNRCC's Business Development Program provides technical assistance to local governments receiving TNRCC grants so they can comply with federal and State reporting requirements relating to HUB and Minority Women Business (MWB) Enterprises participation. The TNRCC will also help local governments identify HUB/MWB contractors and subcontractors within their geographic areas.

## **Publications**

**512/239-0028**

Publications services include production and distribution of Agency publications such as regulatory guidance documents, general information pieces, federal and State reports, and Agency studies.

## **Records/Files**

**512/239-0900**

Records Management maintains the paper files and microfiche on permit and enforcement actions for all major regulatory programs. These files are available for public review in the TNRCC offices in Austin. There is a nominal charge for all copy requests.

## **Small Business Assistance**

**800/447-2827**

The TNRCC offers a full range of services to small businesses. This includes technical assistance, pollution reduction and prevention services, assistance with any agency enforcement activity, and assistance establishing recycling programs.

## **Speakers Bureau**

**512/239-0012**

The Public Information and Publications Division maintains a list of speakers with knowledge of a variety of technical programs and general environmental activities.

## **Superfund Community Relations**

**512/239-2463**

This outreach program serves as the contact point for pollution cleanup questions from communities with Superfund (abandoned hazardous waste) sites. Staff prepares site-specific community relations plans, develops community outreach guidance documents, and works closely with TNRCC managers to foster a proactive approach to community involvement.



# Occupational Certification

The Occupational Certification Section (OCS) functions as a State licensing entity certifying environmental installers and operators, in compliance with federal and State laws and regulations. OCS issues 12 different types of licenses to over 40,000 certified environmental professionals in the State of Texas. The mailing address is:

Occupational Certification Section  
MC 177 (for Installer Programs)  
MC 178 (for Operator Programs)  
Compliance Support Division  
TNRCC  
P.O. Box 13087  
Austin, TX 78711-3087

For general information, contact OCS at 512/239-6165. For information on a specific course, contact the phone number associated with that program. Information on certification programs is also available through the TNRCC OnLine Bulletin Board. Refer to OnLine Services for details.

## INSTALLER PROGRAMS

### Landscape Irrigators and Installers

**512/239-6719**

Licenses any individual in the business of selling, designing, consulting, altering, installing, servicing, or repairing a landscape irrigation or sprinkler system for non-agricultural purposes. A Licensed Irrigator or Installer is responsible for the conservation and protection of public and private water supplies and the use of proper backflow prevention devices.

### Leaking Petroleum Storage Tank (LPST) Corrective Action Specialists and Project Managers

**512/239-2192**

Registers any entity that performs or coordinates regulated LPST corrective action services as a LPST Corrective Action Specialist.

Any individual (except qualified professional engineers) who supervises any corrective action required on a LPST site must also be registered as a LPST Corrective Action Project Manager. Corrective action services include measures to determine and report the extent of a release in progress, attempts to halt and prevent future releases of regulated substances, site cleanup of surface and subsurface contamination, site closure, post-remediation monitoring, or any other action reasonably necessary to protect public health and environmental safety.

### On-site Sewage Facility Installers

**512/239-2150**

Registers any individual who is compensated by another individual to construct, install, alter, repair, or extend an on-site sewage facility as an On-Site Sewage Facility Installer. The responsibilities of a registered installer include setting tanks, and laying or replacing pipe, lines or tubing in an on-site wastewater sewage disposal facility according to minimum State standards or the more stringent conditions in the Authorized Agent's order or ordinance.

### Underground Storage Tank (UST) Contractors and On-site Supervisors

**512/239-2191**

Registers any entity that engages in the business of UST installation, repair or removal as a UST Contractor. Any individual who supervises the installation or repair of a UST system must also be licensed as a Type "A" UST Installer On-Site Supervisor, and any individual who supervises the permanent removal of a UST system must be licensed as a Type "B" UST Remover On-Site Supervisor.

### Water Pump Installer

**512/239-0530**

Licenses any individual who repairs or installs water well pumps. A licensed water pump installer's responsibilities include establishing the minimum requirements that ensure the safe removal of water to protect existing supplies.

## **Water Well Driller**

**512/239-0530**

Licenses any individual performing services as a water well driller for the appropriate class of drilling. A licensed driller's responsibilities include proper site location, well installation, drilling completion, plugging for the provision of safe, clean drinking water, and the prevention of surface and groundwater contamination.

## **OPERATOR PROGRAMS**

### **Municipal Solid Waste (MSW) Technicians**

**512/239-6789**

Certifies MSW Technicians, which is a mandatory permit requirement for the operation of most MSW facilities including landfills, transfer stations, processing facilities, and recycling and resource recovery operation facilities. The responsibilities of a MSW Technician include the proper screening, handling, transportation, collection, storage and disposal of municipal solid waste.

### **Residential Water Operators**

**512/239-6133**

Certifies any individual who installs and services fixed or portable equipment in public or private water systems that analyzes and treats influent and effluent water, alters or purifies the water, or adds or removes a mineral, chemical, or bacterial component.

### **Visible Emissions Evaluators**

**512/239-1698**

Certifies any individual who provides testimony regarding visible emissions in a court of law, inspects installations for air pollution violations, conducts air opacity investigations, or maintains records of air opacity readings from stationary emission sources. These visible emissions sources include gas flares, kilns, refineries, incinerators, power plants, rock crushing facilities, motor vehicles, locomotives, watercraft, and aircraft.

## **Wastewater Operations Companies**

**512/239-0176**

Certifies any entity that provides operations services on a contractual basis for the purpose of treating, neutralizing, or stabilizing wastewater to one or more domestic wastewater treatment plants.

### **Wastewater Operators**

**512/239-0176**

Certifies any individual who is involved in process control of a domestic wastewater treatment plant. Any individual in active field supervision who provides on-site inspection and supervision of collection system operations and/or maintenance activities must be certified as either a Wastewater Treatment Plant Operator or a Wastewater Collection Systems Operator. The responsibilities of a Wastewater Treatment Plant Operator include adequate observation and testing of the treatment plant processes to maintain optimum quality of treatment plant effluent and proper disposal of treatment plant sludge. The responsibilities of a Wastewater Collection Systems Operator include the provision of adequate supervision of wastewater collection system construction and maintenance activities.

### **Waterworks Operators**

**512/239-6133**

Certifies any individual furnishing drinking water to the public for a fee. Any system utilizing surface water must at all times be under the direct daily supervision of a Certified Waterworks Operator to oversee the production, processing, treatment and distribution of safe and plentiful drinking water. Certified Waterworks Operators are responsible for the operation of water treatment plants and all the activities that responsibility entails, including the testing and treating of water, operation and maintenance of plant equipment, and the filing of monthly operational reports.

# TNRCC Library

The TNRCC Library is part of the Public Information and Publications Division. The Library provides scientific, technical, and legislative information to support TNRCC programs. Library services and resources are available to staff, other State agencies, consulting firms, businesses, universities, teachers, students, and interested citizens. Library staff will refer questions on TNRCC technical programs to appropriate personnel or to another agency. The Library has over 60,000 volumes, over 250 journal subscriptions, and access to CD-ROM databases for the *Federal Register* and the *Code of Federal Regulations, Title 40*.

## Library Services

- ▼ Acquisition of books, reports, magazines, and data with subject concentrations in water, geology, hazardous waste, recycling, ecology, air quality, petroleum storage tanks, and pollution.
- ▼ Resources including directories, encyclopedias, statutes, selected federal government documents (primarily from the Environmental Protection Agency, Corps of Engineers, and Bureau of Reclamation), and telephone directories for most Texas cities.
- ▼ Reference services for both quickly answered, routine questions, and in-depth research questions.
- ▼ Inter-library loan services (borrowing materials from other libraries) for TNRCC staff, and loaning materials to other libraries.
- ▼ Assistance in obtaining information for ordering books and journals.

## Photocopy services

Circulation services to State agency personnel.

## Electronic Access

TNRCC books are catalogued in the Library Catalog of Texas State Agencies, an online public access catalog (OPAC) which is updated daily with new materials. The OPAC includes collections of various State agency libraries, and

is available free to anyone with access to the Internet or to a computer with a modem.

### To use the OPAC (library catalog only):

- ☐ Telnet to gabi.tsl.texas.gov (all lowercase)
- ☐ Log in as "tnr" (TNRCC books will be highlighted)
- ☐ Press return twice to reach the online public access catalog.
- ☐ You may also choose to access LINK, the Texas State Electronic Library which, in addition to giving you access to the OPAC, also includes other online library catalogs, federal and State information, reference sources, texts of books, and electronic journals.

### To Use LINK:

- ☐ Dial 512/475-4444 (automatic access to LINK).
- ☐ Modem settings: 8 bits, 1 stop bit, no parity, full duplex, up to 14,400 baud
- ☐ VT 100 emulation
- ☐ Log in as "link" (all lowercase)
- ☐ Select the menu item, "Library Catalog of Texas State Agencies (TSL OPAC)"
- ☐ Select "Highlight Texas Natural Resource Conservation Commission < TEL > ", and you will go to the entire OPAC, with TNRCC library-held items highlighted on the brief record screen.
- ☐ Sign on as "tnr" (not public).

## General Information

To learn more about the TNRCC Library collection and how to use it:

**Manager:** 512/239-0020

**Reference:** 512/239-0020

**Circulation/Periodicals:** 512/239-0025

**Fax:** 512/239-0022

**Mailing Address:** P.O. Box 13087,  
Austin, TX 78711-3087

**Physical Address:** 12100 Park 35 Circle,  
Building A, Room 102

**Hours:** 8AM to 5PM, Monday-Friday



# OnLine Services

The TNRCC offers several different services for people interested in communicating, reporting or obtaining information using electronic media. The TNRCC maintains an electronic bulletin board that offers a wide array of information on Agency activities and programs. Electronic reporting is encouraged either through the Public Electronic Reporting menu item offered on the TNRCC OnLine Bulletin Board, or through the State of Texas Environmental Electronic Reporting System (STEERS), which transmits Class 1 and hazardous waste management information.

## TNRCC OnLine Bulletin Board

The TNRCC OnLine Bulletin Board is a computerized system for accessing information about TNRCC and the environmental services it provides. By dialing a single phone number, the system offers access to a variety of data, lists, and reports, including the Agency rules. OnLine information is available to private industry, local governments, environmental consultants, educational institutions and the general public at no charge, other than any costs associated with long-distance calling. The bulletin board is designed to be user-friendly for searching, retrieving and downloading files, and is readily accessible from anywhere in the country.

**Modem access:**  
**512/239-0700**

**Technical Support Help Line:**  
**512/239-0911**

## Information Features

When a user makes the initial call, he/she will go through a brief registration process and be will supplied with an account and access to easy-to-use menu-driven screens. The first screen is the Main Menu screen, which contains the following major categories:

- ▼ TNRCC OnLine Support Information
- ▼ TNRCC General
- ▼ Office of Air

▼ Office of Water

▼ Office of Waste

Over 35 major menu and almost 100 subordinate items are provided within the above categories for viewing and downloading to your computer. The General menu includes information such as: Agency Phone List, Commission Agendas, Job Postings, Public Electronic Reporting, and Calendar of Agency Events. The Office menus feature useful information on permits, fees, reports, and grants for the air, water and waste areas. A separate menu will provide you access to all the Agency rules.

## Setting Up Your Computer

Before connecting to TNRCC OnLine, you must first set certain parameters in your terminal or communications program so that your system speaks the same language as the TNRCC OnLine system. Most communications programs have a "setup" or "communications parameters" screen that allows you to set these parameters. TNRCC OnLine supports up to 14400 baud modems and follows the most common communication programs. You must set your system to operate at 1200, 2400, 9600 or 14400 baud (depending upon your modem's capabilities), NO parity, 8 bits, 1 stop bit, and FULL duplex (N, 8, 1, F).

## Dialing OnLine

Once you have configured your computer, dial 512/239-0700 to connect with TNRCC OnLine. If you dial the TNRCC OnLine number and receive unintelligible character strings or cannot get further than the initial prompts for the name and location you are calling from, then it is very likely that one or more of these parameters have not been set correctly in your system. If this happens, hang up, reset your parameters and dial again.

## Toll-Free Access

You may also access TNRCC OnLine from other State bulletin boards, including the State Comptroller's Window on State Government, by dialing **800/227-8392**. Simply sign on to the bulletin board, then select "BBS News and Table of Contents" and menu item #3 "Connect to Other

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Government BBSs. This will give you a menu of State bulletin boards, including TNRCC OnLine.

## Public Electronic Reporting

This is a TNRCC OnLine menu item that can be used to facilitate the transfer of information between the regulated community and the TNRCC. Data can be uploaded to the bulletin board in any format. Arrangements must be made with TNRCC staff receiving your information prior to uploading any data. The sender must also notify the recipient at TNRCC to download the data from the bulletin board within 14 days of its upload. This service can save money, avoid the unpredictability of mail, and expedite time of delivery.

## State of Texas Environmental Electronic Reporting System (STEERS)

Hazardous and Class I industrial solid wastes must be documented on a hazardous waste manifest in Texas. STEERS provides confidential, electronic submission of that data to TNRCC. STEERS processes industrial solid waste data for the waste shipment summary, the monthly waste receipt summary, the annual waste summary, and amends waste codes and/or waste management units to notices of registration (NORs). STEERS is free to any generator or receiver registered with TNRCC. Each copy of STEERS that is distributed is specifically designed by TNRCC for the individual facility that requested it. Only that facility may submit files for that account, and that facility can only submit files for which it is specifically authorized.

## STEERS Support

TNRCC offers hands-on training classes to teach people how to use STEERS, and provides each customer with a user manual. For more information call the STEERS help line at 512/239-6925. This is an automated phone line, and calls are returned within 24 hours.

## World Wide Web Site

TNRCC is constructing a World Wide Web site on the Internet. This site will allow for easy search and retrieval of Agency information, similar to TNRCC OnLine, but with greater flexibility. The TNRCC home page address is: <http://www.tnrcc.state.tx.us>. For more information or for assistance, call 512/239-0911.

## State and Federal Electronic Information Resources

Many State agencies are maintaining electronic bulletin boards or Internet sites for convenient public access to their programs and services throughout Texas. The following list gives an indication of the kinds of data available 24 hours a day, seven days a week:

- ▼ Federal, State agency, and university job listings;
- ▼ State agencies' services;
- ▼ Toll-free numbers for State agencies;
- ▼ Public, university, and State agency online library catalog systems;
- ▼ Listings and access to other State agency bulletin boards;
- ▼ Federal training/examination schedules; and
- ▼ Geographic information systems (maps and census data).

You can go directly from the Internet to some bulletin boards, including the Texas Employment Commission database and the Window on State Government. In addition, you can jump directly from some BBS's, such as the Texas Information Highway and the Texas State Library system, to the Internet.

### Internet Tools

Telnet is a terminal communication program.

Gopher is a menu-based navigation and information retrieval tool.

The World Wide Web (WWW) is a hypertext display/navigation tool.

FTP is a file transfer program for sending and receiving data.

## State Bulletin Boards

(In each case use standard communications settings: no parity, 8 bits, 1 stopbit, full duplex.)

Window on State Government: 475-1051 in Austin; 800/227-8392 elsewhere. This bulletin board will access all the following bulletin boards:

- ▼ Cancer Council 800/788-9293 or 800/438-3736
- ▼ Crime Victim Clearinghouse 463-3344 (Austin) or 800/262-8826
- ▼ Department of Commerce/Texas Marketplace: 800/446-8676
- ▼ Employment Commission 512/475-4893
- ▼ Ethics Commission 512/458-9424
- ▼ Legislative Budget Board 512/463-7005
- ▼ Natural Resource Conservation Commission 512/239-0700
- ▼ Parks and Wildlife 512/380-4430
- ▼ Railroad Commission 512/463-6074
- ▼ Rehabilitation Commission 512/483-4304
- ▼ State Library 512/475-4444
- ▼ Department of Transportation/Tourism 512/302-2001
- ▼ Department of Information Resources/Texas Information Highway 512/475-4765

## State Agency Internet Sites

- ▼ State of Texas Government Information (links to other federal and state agencies): <http://www.state.tx.us/>
- ▼ Department of Commerce gopher://gopher.tdoc.texas.gov/
- ▼ Department of Commerce/Texas Marketplace telnet://texis.tdoc.texas.gov/
- ▼ TEXAS-ONE Services for Small Business gopher://gopher.texas-one.org/
- ▼ Texas Education Agency gopher://gopher.tea.texas.gov/ <http://www.tea.texas.gov/>
- ▼ General Services Commission <http://www.spgsc.texas.gov/>
- ▼ Department of Health <http://www.tdh.texas.gov/>
- ▼ Higher Education Coordinating Board gopher://info.theccb.texas.gov/
- ▼ Department of Information Resources gopher://gopher.dir.texas.gov/
- ▼ Department of Information Resources/Texas Information Highway gopher://info.texas.gov/ <telnet://bbs.dir.texas.gov/> <telnet://kodiak.dir.texas.gov/>
- ▼ Department of Information Resources/State Technology Assessment Center gopher://ocs.dir.texas.gov/
- ▼ Texas Legislature gopher://capitol.tlc.texas.gov/ <telnet://capitol.tls.texas.gov/>
- ▼ Natural Resource Information System <ftp://tnris.twdb.texas.gov/pub/>
- ▼ State Library gopher://link.tsl.texas.gov/ <telnet://gabi.tsl.texas.gov/>
- ▼ Secretary of State <http://register.sos.texas.gov/> <gopher://198.213.44.15:1500/>
- ▼ Window on State Government <telnet://window.texas.gov/> <http://www.window.texas.gov/>

# EPA Electronic Information Sources

EPA makes many documents available electronically. Documents may be accessed in electronic format on the Internet System through any of the following:

- ▼ Gopher: [gopher.epa.gov](http://gopher.epa.gov)
- ▼ FTP: Go to [ftp.epa.gov](http://ftp.epa.gov); Login: anonymous; Password: (your e-mail address).
- ▼ WWW: Go to <http://www.epa.gov>; choose the EPA Public Access Gopher.
- ▼ Dial-up Access: Dial 919-558-0335. Choose EPA Public Access Gopher.

## EPA Mailing Lists

The EPA operates a one-directional mailing list in the ListServ Network that has been established to distribute select *Federal Register*

documents automatically on the day of publication. Documents are extracted directly, without alteration or intervention except subject identification and automated breaking of oversized files, from a Government Printing Office (GPO) database to establish a Federal government-wide "Environmental Sub-Set" of the daily issue.

Wide tables require setting word processing software to a 278 character field width for proper display. The mailing lists will provide ASCII files, with graphic notes. Both ASCII files and the corresponding TIFF graphics will also be accessible via the EPA Public Access Gopher.

To subscribe to any of the mailing lists below, address your messages to:

- ☐ [Listserver@unixmail.rtpnc.epa.gov](mailto:Listserver@unixmail.rtpnc.epa.gov)
- ☐ The message should read: "Subscribe ListServe-name FirstName LastName"
- ☐ (As an example, Subscribe EPAFR-Contents John Doe)

The mailing lists that comprise this Network are described as follows.

Listserve Name	Description
EPAFR-CONTENTS	Full-text table of contents with page number citations.
EPA-MEETINGS	All meeting notices. Program-specific meetings are also posted on the program-specific list.
EPA-SAB	Material relating to the Science Advisory Board.
EPA-IMPACT	All environmental impact statements published in the <i>Federal Register</i> .
EPA-SPECIES	All endangered species documents published in the <i>Federal Register</i> .
EPA-GENERAL	All general EPA non-program specific documents, Presidential documents related to environmental issues, and other Agency environmental documents other than environmental impact and endangered species actions.
EPA-AIR	All Office of Air and Radiation documents.
EPA-PEST	All Office of Pesticide Programs documents.
EPA-TOX	Office of Pollution Prevention and Toxic Substances documents excluding Community Right-To-Know (Toxic Release Inventory) documents.
EPA-TRI	Community Right-To-Know Toxic Release Inventory documents.
EPA-WASTE	All Hazardous and Solid Waste documents.
EPA-WATER	All Office of Water documents.

## WasteWi\$e

The EPA Office of Solid Waste has joined The ULS Report to electronically distribute information on the EPA's WasteWi\$e program. WasteWi\$e encourages businesses to improve their environmental practices by focusing on waste prevention, recycling collection, and buying or manufacturing recycled products.

WWW – <http://cygnus-group.com/ULS/Waste/epa.html>  
Gopher – <gopher://gopher.cygnus-group.com>, port 9011  
FTP – <ftp://ftp.cygnus-group.com/pub/vendor/cygnus/ULS/Waste>

Documents are available in both ASCII and PDF form. The latter allows readers to download and view materials exactly as printed with the appropriate software - Adobe Acrobat Reader. Documents may be retrieved using Gopher or WWW browsers. The Web site also includes links to related EPA information on waste prevention, as well as to their latest MSW statistics.

## Other Environmental Resources

### “A Guide to Environmental Resources on the Internet”

The Guide material was written for use by researchers, educators, environmentalists and the general public. The guide is arranged alphabetically by subject and by the Internet tools used to locate those resources. It is available via the following access points:

anonymous FTP:  
host: [una.hh.lib.umich.edu](http://una.hh.lib.umich.edu)  
path: /inetdirsstacks  
file: environment:murphybriggs

Gopher:  
North America  
USA  
Michigan  
Clearinghouse for Subject-Oriented  
Guides on the Sciences  
Environment

URL for www/  
<http://http2.sils.umich.edu/~lou/chhome.html>

URL for the Clearinghouse:  
<gopher://una.hh.lib.umich.edu/00/inetdirsstacks/environment%3amurphybriggs>